

Survey report – Larry Davidson, Town Manager

The Town conducted an online resident satisfaction survey between May 21st and June 25th. We received 204 responses or approximately 10% of our population, which is typical for such surveys.

The intent of the survey is to determine the satisfaction levels related to Town services. Administration will use these findings to assist in developing the 2021 budget.

Based on the resident feedback the following concerns seem to be a theme:

1. Residents want Council and administration to take action to prevent future flooding.
2. Residents have expressed the need to improve snow clearing and alley maintenance.
3. While some residents want new or expanded facilities such as walking trails, dog parks, or a spray park, some are grander such as an indoor pool. What we can say is residents have indicated that they have little appetite for additional taxes. We need to do more with less.
4. Several residents have indicated that we are overstaffed. I have previously provided Council with several recommendations and will follow up as required. It is unfair to compare operations from 10 or 15 years ago as legislative changes have made compliance more problematic such as reporting requirements for water/wastewater, or OH&S/WCB requirements. It is reasonable to regularly review operations, which is being done, to find efficiencies- whether through contracted services, regional partnerships, or recruitment.
5. Bylaw Services has drawn the ire of some residents, although some are thankful for the proactive approach. This service will always have a negative component, however it is reasonable to expect a compassionate, friendly response, when a resident acts in a similar manner. Customer Service skills are not unique to Bylaw. In fact, we are proposing customer service/dealing with difficult people training for all staff later this fall.
6. Programming initiatives have also been suggested. We need to spend some time to review what is being done, why is it done, who is the best group to undertake such an initiative, is it a duplication of an existing service, before we create new programming.

As a team the managers and Town Manager have met and decided on achievable action items for each department to address the issues brought forward in the survey results.

These items will be shared with residents.

Garnet Davison, Community Services Manager

What we heard:

Community services heard a community that is proud of where they live and what they have. A community that sees the limitations of population and financial constraints; that would like to see efficiencies and reductions found in areas such as Pembina Place. To allow for growth in other areas and achieve a community that is inclusive of all, through walking trails and dog parks for families and the elderly to skate parks, a functioning pool and expansion of activities and places for at risk youth.

Achievable Outcomes:

- To bring in and foster more volunteer organizations involvement in partnership with the school divisions to conduct broader and better debris cleanup programs. Involving clubs such as Lions Club and the Redwater Library.
- Less down time and more ability for the community to enjoy a functioning pool area. Current projects and changes will assist this greatly.
- Small aesthetic improvements to the outdoor hockey rink, such as painting.
- Create a plan to expand and mark existing and future trail systems in conjunction with Public Works.
- Research and consult with the community in reference to a suitable location for an accessible dog park.
- Research skate parks, possible grants and partnerships with industry and community groups to fund a permanent skate park and find a suitable location for the future.
- Ensure arena heaters are functional for ice seasons.
- Implement a resident only pre-registration week for local families giving Redwater residents first pick at swimming lessons.

Diane Pysmeny, Corporate Services Manager

Achievable Outcomes:

Communications

Snow Removal

- Share GIS maps of snow removal on Social Media/Website and to keep track on server for tracking purposes of when areas of Town were cleared
- Share statistics and pictures of snow removal – loads of snow hauled etc.
- Policy review – communicate any changes to policy for service changes/improvements

Bylaw

- Increase awareness of bylaw enforcement – advertising / Social Media
- Bylaw communication segments on Social Media - increase profile of Bylaw Officer

Developments

- Bi-annual updates on developments
- Ensure PDF fillable forms on website – streamline application process

Council

- All Councillors to provide written reports –Promote on Social Media/Website
- Who is your Councillor segment on Social Media / Monthly Info Advert

Public Engagement / Administration

- Implement public input opportunities through website poll questions/Survey Monkey
- Refresh of Budget Booklet to Annual Report format
- Workshops for engaging different parts of community – seniors/youth etc. – visioning for future of Redwater/future of recreation

Promote Town assistance to local groups

- Promote more of what is provided to local not for profits through Social Media postings/Monthly Information Ad/Community Calendar. Spotlight on local community group and how Town works with them

Budget

- Areas identified by residents – drainage, snow removal, alley maintenance for Public Works
- Considerations for long term budget planning – dog park, spray park, cement skate park, walking trails

Nawaz Panhwer, Infrastructure Manager

What we heard:

- Snow Removal
- Road Maintenance
- Flooding

Achievable Outcomes:

The Public Works Department has followed the Town's Snow Removal Policy in all aspects, during last couple years. Snow has been hauled out from those areas where snow can not be pushed towards the Boulevard i.e Downtown area, west end and some areas south of the railway tracks. The Public Works Department will create a snow removal procedure to complement the Town Policy, this procedure will be followed when any snowstorm hits the community. More communication with residents regarding snow clearing will be executed.

Road maintenance is the main priority of the Town to keep the vehicles moving safely, during the summer months pothole repairs, crack sealant and patch work are completed on annual basis. As per the capital budget approx. \$250,000 to \$300,000 is spent every year on street paving and maintenance. This year the 65th street re-construction project was the major project. For this project the street was excavated to a depth of approx. 400 mm, removed the existing asphalt including clay/gravel material. Compacted the bottom surface, placed new crushed concrete recycled material, and paved with new asphalt surface. Two additional streets 54th Street and 55th Street have been re-surfaced (overlaid).

This year was the worst season in terms of flooding within Town, administration worked very hard to contact the Disaster Recovery Program at the Government of Alberta. In addition to help address future flooding Alberta Transportation was contacted to install the culvert along Highway 38.

With limited resources, the Town utilized all available manpower and equipment for the flood recovery response, extra equipment and hydro vac trucks to clean out the flooded manholes and pumps to drain out the flooded areas were brought in. A detailed drainage study report was presented to Town Council with short term and long terms goals to get the flood mitigation program rolled out. The short terms goals of cleaning out the drainage ditches by removing vegetation and redoing the grading has been implemented. Long term plans include the Storm Sewer Phase 3 project which has been approved and the design process started.

This year approx. 150 linear meters of sanitary sewer main line was replaced on the 54th Street from 48th Ave to 49th Avenue,

Cured-in-Place-Pipe (**CIPP**) **lining** is a method of trenchless rehabilitation and restoration used in the repair of existing sewer mains, approx. 400 linear meters of the sanitary sewer main line will be CIPP Lined on 55th Street from 48th Avenue to 49th Avenue, 53rd Street from 51st Ave to 53rd Avenue.